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5-23-01.

0460 #2  
PATENT

Attorney Docket No. 20191-704

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application

Inventor(s): Illah Nourbakhsh, et al.

Application No.: 09/846,016

Filed: April 30, 2001

Title **Method and Apparatus for Multi-Contact  
Scheduling**

**PATENT APPLICATION**

Art Unit: Not Yet Assigned

Examiner: Not Yet Assigned

**INFORMATION DISCLOSURE STATEMENT UNDER 37 C.F.R. §1.97**

Commissioner for Patents  
Washington, D.C. 20231

Sir:

Listed below or on an attached Form PTO-1449 is information known to applicant(s). A copy of each listed publication and U.S. and foreign patent, except for pending U.S. applications, is being submitted herewith, along with a concise explanation of information in a foreign language, if any, pursuant to 37 C.F.R. §1.97-1.98.

Applicants respectfully request that the listed information be considered by the Examiner and be made of record in the above-identified application. If form PTO-1449 is enclosed, the Examiner is requested to initial and return it in accordance with MPEP §609.

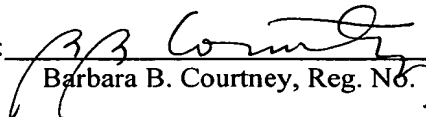
This statement is not intended to represent that a search has been made or that the information cited in the statement is, or is considered to be, material to patentability as defined in §1.56.

- ☒ This statement qualifies under 37 C.F.R. §1.97, subsection (b) because (check all that apply):
- ☐ (1) It is being filed within 3 months of the application filing date and is other than a continued prosecution application under § 1.53(d)  
-- OR --
- ☐ (2) It is being filed within 3 months of entry of a national stage  
-- OR --
- ☒ (3) It is being filed before the mail date of the first Office Action on the merits  
-- OR --
- ☐ (4) It is being filed before the mailing of a first Office Action after the filing of a request for continued examination under § 1.114.
- ☐ 37 C.F.R. §1.97(c). If this statement is being filed after the latest of: (1) three months beyond the filing date of a national application; (2) three months beyond the date of entry of the national stage as set forth in §1.491 in an international application; or (3) the mailing date of a first Office action on the merits, but before the mailing date of the earlier of a final office action under §1.113 or a notice of allowance under §1.311, then:
- ☐ a certification as specified in §1.97(e) is provided below; or
- ☐ a fee of \$240.00 as set forth in §1.17(p) is authorized below, enclosed, or included with the payment of other papers filed together with this statement.
- ☐ 37 C.F.R. §1.97(d). If this statement is being filed after the mailing date of the earlier of a final office action under §1.113 or a notice of allowance under §1.311, but before payment of the issue fee, then:
- A. a certification as specified in §1.97(e) is completed below; and
- B. a petition under 37 C.F.R. §1.97(d) requesting consideration of this statement is submitted herewith; and
- C. a fee of \$130.00 as set forth in §1.17(i)(1) is authorized below, enclosed, or included with the payment of other papers filed together with this statement.
- ☒ **Fee Authorization.** The Commissioner is hereby authorized to charge the above-referenced fees of \$ 0 and charge any additional fees or credit any overpayment associated with this communication to Deposit Account No. 23-2415 (Docket No. 20191-704).

Respectfully submitted,

WILSON SONSINI GOODRICH & ROSATI

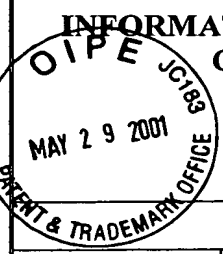
Dated: 5-21-01

By:   
Barbara B. Courtney, Reg. No. 42,442

650 Page Mill Road  
Palo Alto, CA 94304-1505  
(650)493-9300  
Customer No. 021971

<b>INFORMATION DISCLOSURE CITATION</b> <b>PTO-1449</b>			ATTY. DOCKET NO. 20191-704		SERIAL NO. 09/846,016		
			APPLICANT     Illah Nourbakhsh, et al.				
			FILING DATE     4/30/2001		GROUP     N/A		
<b>U.S. PATENT DOCUMENTS</b>							
EXAMINER'S INITIALS	PATENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE	
	6,044,355	3/28/2000	Crockett, et al.	705	8	7/9/1997	
	5,325,292	6/28/1994	Crockett	364	401	7/28/1994	
	4,510,351	4/9/1985	Costello	179	27	10/28/1982	
	5,185,780	2/9/1993	Leggett	379	34	10/12/1990	
	5,289,368	2/22/1994	Jordan, et al.	364	401	10/12/1990	
	5,369,570	11/29/1994	Parad	364	401	11/14/1991	
	5,111,391	5/5/1992	Fields, et al.	364	401	10/5/1989	
	5,195,172	3/16/1993	Elad, et al.	395	50	7/2/1990	
	5,477,447	12/19/1995	Luciw, et al.	364	419.08	7/30/1993	
	5,481,667	1/2/1996	Bieniek, et al.	395	161	2/13/1992	
<b>FOREIGN PATENT DOCUMENTS</b>							
EXAMINER'S INITIALS	PATENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
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						<input type="checkbox"/>	<input type="checkbox"/>
						<input type="checkbox"/>	<input type="checkbox"/>
<b>OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)</b>							
EXAMINER				DATE CONSIDERED			

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<b>INFORMATION DISCLOSURE CITATION</b> <b>PTO-1449</b> 			ATTY. DOCKET NO. 20191-704		SERIAL NO. 09/846,016		
			APPLICANT     Illah Nourbakhsh, et al.				
			FILING DATE     4/30/2001		GROUP     N/A		
<b>U.S. PATENT DOCUMENTS</b>							
EXAMINER'S INITIALS	PATENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE	
	5,917,485	6/29/1999	Spellman, et al.	345	336	5/7/1997	
	6,021,403	2/1/2000	Horvitz, et al.	706	45	7/19/1996	
<b>FOREIGN PATENT DOCUMENTS</b>							
EXAMINER'S INITIALS	PATENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
						YES	NO
	WO 00/08556	17/02/2000	PCT	G06F	9/44	<input type="checkbox"/>	<input type="checkbox"/>
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						<input type="checkbox"/>	<input type="checkbox"/>
						<input type="checkbox"/>	<input type="checkbox"/>
						<input type="checkbox"/>	<input type="checkbox"/>
<b>OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)</b>							
	Dennis Cox, "Handling Multi-Media Work"; A Pipkins White Paper; www.pipkins.com; March 12, 2001; Pages 1-3						
	Pipkins, Inc.; "SkillSense™ Scheduling; www.pipkins.com; March 12, 2001; Pages 1-2						
	Pipkins, Inc.; "Merlang® Algorithms; www.pipkins.com; March 12, 2001; Pages 1-2						
	Dennis Cox; "Skill Based Routing vs. Skill Set Scheduling; A Pipkins White Paper; www.pipkins.com; March 12, 2001; Pages 1-6						
	Pipkins, Inc.; "Skill Set Scheduling"; www.pipkins.com; March 12, 2001; Pages 1-4						
EXAMINER			DATE CONSIDERED				

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